

***Minnesota Health Insurance Exchange Project
(MNHIX)***

Deliverable Definition Document (DDD)

For

Project Management Plan

Date: 07-31-2012



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1. High Level Deliverable Description

The Project Management Plan defines the methodology that will be used by MAXIMUS in project management activities on Minnesota Health Insurance Exchange Project (MNHIX). This methodology is based on the Project Management Institute's Body of Knowledge (PMBOK). The Project Management Institute (PMI) is an international organization recognized as the leader in defining the standards by which professional Project Managers and organizations plan, manage, administer, track and control projects. The PMBOK framework consists of nine knowledge areas, seven of which will be covered in the Project Management Plan.

PMBOK Knowledge Areas (Paraphrased from PMBOK)		Included
Process	Description	
Project Integration Management	Project Integration Management includes the processes and activities needed to identify, define, combine, unify, and coordinate the various processes and project management activities within the Project Management Process Groups.	X
Project Scope Management	Project Scope Management includes the processes required to ensure that the project includes all the work required, and only the work required, to complete the project.	X
Project Time Management	Project Time Management includes the processes required to manage the timely completion of the project. Essentially, it is the process of creating, maintaining and controlling the project schedule.	X
Project Cost Management	Project Cost Management includes the processes involved in estimating, budgeting, and controlling costs so that the project can be completed within the approved budget. EHR PIPP projects are typically performed on a fixed-price basis and PSI internal cost management processes are not discussed in this document.	
Project Quality Management	Project Quality Management includes the processes and activities for determining quality policies, objectives and responsibilities to ensure project deliverables or other work products satisfy project requirements.	X
Project Human Resources Management	Project Human Resources Management includes the processes that to acquire, organize, and manage human resources on the project.	X
Project Communications Management	Project Communications Management includes the processes required to ensure the timely and appropriate generation, collection, distribution, and storage of project information. It describes the mechanisms for communication between project members and the method(s) of distribution for different types of communications.	X
Project Risk Management	Project Risk Management includes the processes of conducting risk management planning, identification, analysis, response planning, and monitoring and control.	X
Project Procurement Management	Project Procurement Management includes the processes necessary to purchase or acquire external products and services. EHR PIPP projects typically do not require external products and/or services and therefore are not discussed in this document.	

The Project Management Plan documents the business processes MAXIMUS will conduct within these knowledge areas in order to complete project management activities on the project. These business processes encapsulate the series of methods that enable MAXIMUS project managers and team members to complete project management tasks, artifacts and deliverables in a consistent, effective and efficient manner. The methodology will describe the following types of resources and how they are used within the business processes to complete project management activities:

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- **Inputs** identify documents or other data that is collected by the project team in order to provide information necessary for producing the deliverable. The inputs could be existing project documentation, as well as written standards, guidelines or regulations.
- **Tools** identify the computer systems or other non-human resources that are involved in the production of the deliverable.
- **Roles** identify the type of human resources that are involved in the production or approval of the deliverable and the responsibilities of a person in a role.
- **Techniques** identify specialized methods or types of work that are employed to produce the deliverable.
- **Outputs** identify the artifacts, deliverables, or other work products that are produced by the Method.
- **Methods** are the application of Inputs, Techniques, Tools, and Standards used by the Roles in order to produce the Outputs.

The main body of the contract and Exhibit C list requirements for several different “Plans” during the project Initiation phase. These plans include:

- **Project Plan**
- **Change Management Plan**
- **Issues Management Plan**
- **Communication Plan**
- **Risk Management Plan**

The Project Management Plan will include all of these plans and will also describe the plans for other knowledge areas covered under the PMBOK.

2. Detailed Description or Table of Contents

The Project Management Plan will contain the following chapters and sections.

1. Introduction

The Introduction describes the purpose of the Project Management Plan and how it was constructed.

2. Project Integration Management

2.1. Conduct Project Initiation

The Conduct Project Initiation section describes the process of performing project startup activities. It includes planning and conducting for initial project management meetings, gathering information about staff, developing the Project Charter, conducting project kickoff meetings and completing the Project Management Plan.

2.2. Perform Integrated Change Control

The Perform Integrated Change Control section describes the process of reviewing all change requests, approving change requests and managing the implementation of approved changes. This section includes the **Change Management Plan** for the project.

3. Project Scope Management

3.1. Collect Requirements

The Collect Requirements section describes the process of defining and documenting stakeholders’ needs to meet the project objectives.

3.2. Define Scope

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The Define Scope section describes the process of developing a detailed description of the project and products.

3.3. Create WBS

The Create WBS section describes the process of subdividing project deliverables and project work into smaller, more manageable components.

3.4. Verify Scope

The Verify Scope section describes the process of formalizing acceptance of the completed project deliverables.

3.5. Control Scope

The Control Scope section describes the process of monitoring the status of the project and product scope and managing changes to the scope baseline.

4. Project Time Management**4.1. Maintain Project Schedule**

The Maintain Project Schedule section explains the process of defining project activities, sequencing activities, estimating durations and resource requirements, and considering scheduling constraints to create the project schedule. It also includes activities related to monitoring the status of the project to update project progress and managing changes to the schedule baseline.

5. Project Quality Management**5.1. Plan Deliverable Document Quality**

The Plan Deliverable Document Quality section describes the process of identifying quality requirements and/or standards for the project and product, and documenting how the project will demonstrate compliance.

5.2. Perform Deliverable Document Quality Assurance

The Perform Deliverable Document Quality Assurance section describes the process of auditing the quality requirements and the results from the quality control measurements to ensure the product s meet the quality standards.

5.3. Perform Deliverable Document Quality Control

The Perform Deliverable Document Quality Control section describes the process of monitoring and recording results of executing the quality activities to assess performance and recommend necessary changes.

6. Project Human Resources Management**6.1. Administer Human Resources**

The Administer Human Resources section describes the process of identifying project stakeholders and organizational structure, as well as providing information about changes in project staffing.

6.2. Plan Sessions

The Planning Sessions section describes the process by which the schedule, attendance requirements and content of group sessions are planned by analysts and managers.

7. Project Communications Management

This section is the Communication Plan for the project.

7.1. Identify Stakeholders

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The Identify Stakeholders section describes the process of identifying all people or organizations impacted by the project, and documenting relevant information regarding their interests, involvement, and impact on project success.

7.2. Plan Communications

The Plan Communications section describes the process of determining the project stakeholder information needs and defining a communications approach.

7.3. Distribute Information

The Distribute Information section describes the process of making relevant information available to project stakeholders as planned.

7.4. Manage Stakeholder Expectations

The Manage Stakeholder Expectations section describes the process of communicating and working with stakeholders to meet their needs and addressing issues as they occur. This section includes the **Issues Management Plan** for the project.

7.5. Report Performance

The Report Performance section describes the process of collecting and distributing performance information, including status reports, progress measurements, and forecasts.

8. Project Risk Management

This section is the Risk Management Plan for the project.

8.1. Identify Risks

The Identify Risks section describes the process of determining which risks may affect the project and documenting their characteristics.

8.2. Plan Risk Responses

The Plan Risk Responses section describes the process of developing options and actions to enhance opportunities and reduce threats to project objectives.

8.3. Monitor and Control Risks

The Monitor and Control Risks section describes the process of implementing risk response plans and tracking and monitoring identified risks.

3. Deliverable Requirements and Standards

The table below lists the requirements for the deliverable as defined in the RFP, Proposal, Contract or other project document. It also identifies any standards that may be applicable to the associated deliverable.

Deliverable Requirements and Standards	
Document ID	Description
Contract Section 3.3	<p>Initiation, Planning and Management Duties. Contractor shall, in accordance with Exhibit A and Exhibit B, coordinate with State for Project initiation, planning and management including:</p> <ul style="list-style-type: none"> (a) Assignment of a Project Manager to work with the State's Project Manager and other third parties providing services to the State in connection with the Project as designated by the State, subject to State continuing approval; (b) Participation in a Project Kickoff Meeting convened by the State Project Manager to initiate Project and communicate key objectives, roles,

Deliverable Requirements and Standards	
Document ID	Description
	<p>responsibilities and activities;</p> <p>(c) Issues Management Process: Established by the Contractor and approved by the State, the Contractor shall develop an Issues Management Plan for addressing project issues, including an issues document or log that will contain details for each issue including issue identification, issue description, to whom assigned, date assigned, due date, priority, resolution date and resolution details and Contractor shall comply with such Approved Issues Management Process. The Contractor shall update the issues log and provide it with a weekly project status report which is subject to State approval;</p> <p>(d) Communication Plan: Established by the Contractor and approved by the State, the Contractor shall develop a Communication Plan that describes the process for communications during the Project, including recurring meetings with State Project Manager, communications with stakeholders, communication methods and documentation and Contractor shall comply with such Approved Communication Plan;</p> <p>(e) Risk Management Plan: Established by the Contractor and approved by the State, the Contractor develop and define a Risk Mitigation Plan which defines the risks associated with the Project and categorizes these risks as business or technical in nature and Contractor shall comply with any and all directives arising from such Approved Risk Management Plan; and</p> <p>(f) Contractor shall develop a Project Plan for the Solution in accordance with the requirements of Exhibit A and Exhibit B and submit it to the State for the State's approval.</p>
Contract Exhibit B II. Entire Exchange Functionality e. Governance 3.	The Contractor shall follow applicable Project management tasks and activities in accordance with the Project Management Institute's Project Management Body of Knowledge (PMBOK) Fourth Edition, and the PMBOK – Government Extension, or other State-approved standards by which to assess the Project.

4. Deliverable Submission, Review and Approval

4.1 Deliverable Audience

The primary audience for the Project Management Plan is Project Directors and Project Managers from both the MAXIMUS and the State, because it explains the project management business processes conducted by MAXIMUS and the State to manage the implementation of the hardware and software necessary for the exchange. The secondary audience is executives from MAXIMUS and the State, as well as all project staff members from both organizations. It is valuable to have the project staff members understand the project management processes, as they will be affected by these processes during the completion of the project deliverables, products and artifacts.

4.2 Deliverable Submission Schedule

The table below lists the submission tasks related to this deliverable in the Project Schedule and the Planned Finish date for each task. **(Note: Task ID's are blank because the baseline schedule has not yet been completed. Likewise, the tasks and Planned Finish Dates are those that are expected to be in the approved baseline Project Schedule once the PMP is approved.)**

Deliverable Schedule		
Task ID	Task	Planned Finish
	Submit Draft Project Management Plan for State Review	08/10/2012
	Review Draft Project Management Plan	08/24/2012
	Create Final Project Management Plan	08/29/2012
	Submit Final Project Management Plan to State for Approval	08/31/2012
	Approve Final Project Management Plan	08/31/2012

4.3 Deliverable Document Length

An estimate of the deliverable length is provided in order to help the State estimate the time required for the review process. The Project Management Plan will be approximately 100 pages.

4.4 Deliverable Reviewers

The Project Quality Management plan describes the process by which State staff members review draft deliverables and submit comments, so that the draft deliverable can be revised prior to the final submission for approval. This section is intended to help plan for the review process by listing the staff members from the State that will be reviewing the draft and submitting comments.

- Frank, Peter - Project Manager
- Won, Wai Seng - Lead Program Manager
- <Others>

4.5 Deliverable Acceptance Criteria

The purpose this Deliverable Definition Document is to agree upon the content and format of the Project Management Plan deliverable. This document defines the information that will be in the Project Management Plan. A final deliverable that complies with this Deliverable Definition and successfully completes the Project Quality Management processes defined in the Project Management Plan will be accepted by MAXIMUS Project Managers and the Customer.

4.6 Deliverable Approvers

According to the contract and the Project Management Plan, each deliverable must be approved by the State. The list below identifies the State executives and/or managers that must approve this deliverable once it successfully completes the Project Quality Management processes defined in the Project Management Plan.

- <Approver 1>
- <Approver 2>

5. Agreement To Deliverable Definition

We agree that this document accurately describes the deliverable to be produced, the schedule by which it will be produced and the process by which it will be approved.



Peter Frank, Project Manager, MNHIX

Date

Benni DeMarco, Project Manager, MAXIMUS

Date